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January 25, 2022

Mr. Jeff Zients
White House Coronavirus Response Coordinator
Counselor to the President of the United States
The White House
1600 Pennsylvania Avenue NW
Washington, DC 20500

Dear Mr. Zients:

I am writing to express my concern for constituents in rural areas who are unable to request COVID test kits due to an oversight on COVIDtests.gov (<https://www.covidtests.gov/>).

With the recent launch of the COVIDtests.gov website, millions of households have been able to request test kits for their families. It has been brought to my attention, however, that many rural residents have received a message upon submitting their home address and P.O. Box indicating that it is an invalid residence and is listed, instead, as a business address. Similarly, tenants living in apartment complexes and multi-unit properties are receiving the same message due to the fact the complex/property is recognized as the primary residential address instead of the apartment/unit. Consequently, these residents are unable to have a COVID test kit delivered to their home/place of residence.

As you are aware, the health and economic impact of the COVID pandemic has been felt throughout the United States. This is especially the case in rural America where many residents are relying on the U.S. Postal Service (USPS) to deliver much needed healthcare supplies, sometimes to very remote areas. The inability of residents with P.O. Boxes to request these test kits excludes a significant number of Americans from being able to keep themselves and others safe from COVID.

It is my understanding that a service request form (<https://emailus.usps.com/s/the-postal-store-inquiry>) has been deployed on the site to assist those who may be experiencing this issue. I request any information regarding how the federal government plans to work with the USPS to address this concern and ensure that rural Americans have access to COVID test kits.

Thank you for your attention to this important issue, and I look forward to your timely response.

Sincerely,

Sanford D. Bishop, Jr.
Member of Congress